








Reminder tool

Communication skills and behaviour change strategies that motivate change

Communication skills

<p>Agree what to focus on </p> <p>Why</p> <ul style="list-style-type: none"> <input type="checkbox"/> Demonstrate interest <input type="checkbox"/> Identify priorities <input type="checkbox"/> Focus on what is important <p>When</p> <ul style="list-style-type: none"> <input type="checkbox"/> Early in appointment <p>How</p> <ul style="list-style-type: none"> “ What's been on your mind when it comes to your health? “ I need to talk to you about... “ Is it ok if we focus on X and Y today and book another appointment to discuss Z? 	<p>Ask open ended questions </p> <p>Why</p> <ul style="list-style-type: none"> <input type="checkbox"/> Give them freedom to talk <input type="checkbox"/> Understand their perspective <input type="checkbox"/> Explore what's important/gets in the way <p>When</p> <ul style="list-style-type: none"> <input type="checkbox"/> Throughout appointment <p>How</p> <ul style="list-style-type: none"> “ How? “ What? “ Tell me about... 	<p>Help them identify own goals </p> <p>Why</p> <ul style="list-style-type: none"> <input type="checkbox"/> Telling people what to do rarely works <input type="checkbox"/> Make sure goal is clinically relevant <p>When</p> <ul style="list-style-type: none"> <input type="checkbox"/> Early in appointment <p>How</p> <ul style="list-style-type: none"> “ What's most important to you? “ Which of these would you like to try? “ We also discussed X. Shall we add a goal for that? What do you think? 	<p>Active listening </p> <p>Why</p> <ul style="list-style-type: none"> <input type="checkbox"/> Understand their perspective <p>When</p> <ul style="list-style-type: none"> <input type="checkbox"/> Throughout appointment <p>How</p> <ul style="list-style-type: none"> “ It sounds like... , would you agree? “ I can hear that...and that..., would you agree? “ You seem quite frustrated about... would that be fair to say?
<p>Use positive body language </p> <p>Why</p> <ul style="list-style-type: none"> <input type="checkbox"/> Demonstrate you are on their side <p>When</p> <ul style="list-style-type: none"> <input type="checkbox"/> Throughout appointment <p>How</p> <ul style="list-style-type: none"> ✓ Open gestures ✓ Smiling ✓ Eye contact ✗ Folding arms ✗ Finger pointing ✗ Focussing elsewhere 	<p>Give them time to answer </p> <p>Why</p> <ul style="list-style-type: none"> <input type="checkbox"/> Time for them to work out what's important/getting in the way/needed <p>When</p> <ul style="list-style-type: none"> <input type="checkbox"/> Throughout appointment <p>How</p> <ul style="list-style-type: none"> ✓ Don't be afraid of silence! 	<p>Positive feedback </p> <p>Why</p> <ul style="list-style-type: none"> <input type="checkbox"/> Demonstrate interest <input type="checkbox"/> Recognise achievements <p>When</p> <ul style="list-style-type: none"> <input type="checkbox"/> Throughout appointment <p>How</p> <ul style="list-style-type: none"> “ It's good to see you “ You've already made lots of progress “ Many people struggle with that. You are not alone 	

Behaviour change strategies

Involve supportive others

Why

- If struggling to change alone

When

- When indicated

How

“ You mentioned... would you be interested in discussing...?”

▼

Provide relevant information/advice

▼

“ What are your thoughts on involving X for support?”

Record behaviour

Why

- To accurately measure what's been done

When

- When indicated

How

Week	M	T	W	T	F	S	S
1	✓	x	✓	✓	✓	x	✓
2	✓	x	✓	✓	x	✓	✓

Coping with setbacks

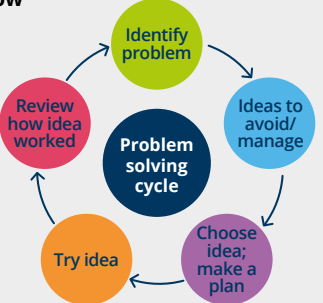
Why

- Get back on track quickly

When

- After action plan set
- When setbacks happen

How



Review progress

Why

- Demonstrate success
- Improve motivation
- Identify problems

When

- Regularly

How

x “ Did you...?”

✓ “ How did you get on with...?”

x “ You only...?”

✓ “ That's more than you've done before”

x “ Why...?”

✓ “ What got in the way on other days”

Action planning

Why

- Plan how goal will be achieved

When

- After goal(s) set

How

Plan:

- Where
- ▼
- When
- ▼
- How long
- ▼
- With whom

...the behaviour will happen

Positive feedback

Why

- Improve motivation

When

- Throughout appointment

How

Health:

“ Your blood pressure is really improving”

Behaviours:

“ You've done well to take your tablets every day”

Effort:

“ Well done on making it in today”

Forming habits

Why

- Maintain behaviour change

When

- Making action plans
- Performing behaviour

How

Making habits

▼

- If... then...

Breaking habits

▼

- Replace habits
- Avoid triggers

Set a behavioural goal

Why

- Support decision to change
- Help visualise success

When

- Early in appointment

How

x Exercise more

✓ Attend a yoga class once a week

x Eat fewer biscuits

✓ Eat no more than one biscuit a day